



Quick Start Guide

D-Link® N300 Wireless Modem Router



Welcome to ACN

Congratulations on your selection

The D-Link® N300 Wireless Modem Router is a versatile, high performance wireless Modem Router for home and small business use.

Once you are online please check our website at acnpacific.com.au for further information and technical support if required.

MyAccount

acnpacific.com.au/myaccount

At MyAccount you can view your usage, change your rate plan, purchase extra data, download invoices and pay your ACN account.

Customer Service

Our dedicated Customer Service team is available 6 days a week

Hours of operation

9:00am - 6:00pm Monday to Friday

10:00am - 6:00pm Saturday

Contact details

Email enquiries: enquiries@acnpacific.com.au

Online chat: acnpacific.com.au/contact-us

Customer Service: **1300 881 778**

For further information about pricing, other services available from ACN, the ACN Opportunity or becoming an ACN Independent Business Owner (IBO), please visit acnpacific.com.au.

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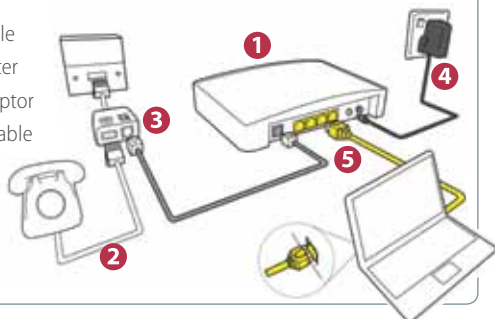
D-Link® N300 Setup Guide

The D-Link® N300 Modem Router from ACN has been setup to Plug-and-Play. To setup your device follow these steps:

Step 1 - Your Equipment

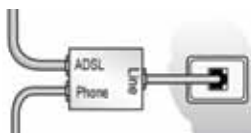
Once you have received your ADSL activation email from us, take the following equipment out of the box.

- 1 Router
- 2 Phone Cable
- 3 ADSL Splitter
- 4 Power Adaptor
- 5 Ethernet Cable



Step 2 - Connect Splitter (not required for Naked DSL)

Connect the supplied splitter directly to the telephone wall socket.



Step 3 - Connect Router

Connect the supplied grey telephone cable from the splitter's ADSL port to the grey ADSL port on the Modem Router.



Step 4 - Connect Your Home Telephone (not required for Naked DSL)

Connect your telephone to the phone port on the splitter.



Step 5 - Connect PC

Connect the supplied yellow Ethernet cable from the Modem Router's yellow LAN port to your computer's Ethernet port.

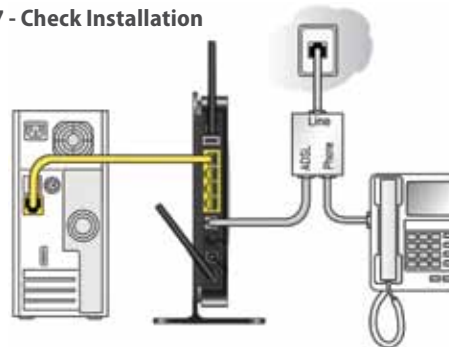


Step 6 - Connect Power

Connect the power adapter to the router then plug it into an electrical outlet. Ensure electrical outlet is ON. Press the black power button at the back of the router to turn on the Modem Router.



Step 7 - Check Installation



1. If the power is connected correctly, the POWER LED will light up.
2. If the grey telephone cable and the splitter are connected correctly, the ADSL LED will flash and after a few seconds turn solid green.
3. Since the Modem Router is pre-configured the INTERNET LED will turn green after a few seconds.
4. If the yellow Ethernet cable is connected correctly, the corresponding ETHERNET (LAN) LED will light up.
5. Once you have confirmed the above, open your web browser (e.g. Internet Explorer, Google Chrome, Firefox or Safari) and go to your favourite website.

Congratulations, you are now connected to the Internet.

Logins and Passwords

The table below outlines the required username and password format for your Internet connection and Online Tools.

Use	Username	Password	What is it used for?	Example
Internet and Email	This is your main email address you requested at sign-up. This can also be found on the confirmation email sent to you when you completed sign-up.	This is the password you nominated during online sign-up. This can also be found on the confirmation email sent to you when you completed sign-up.	Your Internet username and password is a unique login for your ADSL or Naked DSL service. This is also used to access your email from www.mail.mya.cn.net.au	Internet login: Username: smith@myacn.net.au Password: Abcdef123 For email login: Username: smith Password: Abcdef123
Modem Wi-Fi™	This is generic but can be changed.	This is the same password you nominated for your DSL during online sign-up. This can also be found on the confirmation email sent to you when you completed sign-up.	Your Modem Wi-Fi™ username and password is required when you connect a device wirelessly to your modem.	Username: D-Link Password: Abcde123
MyAccount	Your MyAccount Username is your 9 digit Customer ID Number which can be found on your first invoice.	You would have been asked to create a password for MyAccount during registration.	Your MyAccount username and password enables you to login to MyAccount to manage your details.	Username: 1000000001 Password: MagicBeans
D-Link® Smart Wizard	admin	admin	The D-Link® Smart Wizard login details enables you to gain access to your Modem Router settings if you wish to customise your set-up.	The username and password is generic: Username: admin Password: admin

Setup Wi-Fi™ Connections (optional)

By default Wi-Fi™ is turned on and is secured using Wi-Fi™ Protected Access with a Pre-Shared Key (WPA2-PSK).

Your Wireless Username (SSID) is **D-Link**.
Your Wireless Password (Network Key) is the DSL password you selected during Online Sign-Up.

To connect a Wi-Fi™ enabled device (such as your laptop, mobile phone, tablet or gaming device) to the Internet please ensure that Wi-Fi™ on the device is switched on. Then select your wireless network and click 'Connect'.



You will be required to enter your Network Key (Password) which you selected during Online Sign-Up and click 'Connect'. Please note the password is case sensitive. Please store your password in a safe location for future reference.

Your device will now be connected to your Wi-Fi™ network and you will be able to access the Internet.

Troubleshooting

Quick Tips

If you are unable to connect to the Internet try these quick tips:

- Restart the Modem Router. Turn off the power, leave for 5 minutes and then turn the power and the Modem Router back on. Once the LED lights on the modem are green open your browser to connect to the Internet.
- Alternatively, isolate the Modem Router. Remove all equipment connected to the line (including your splitter, telephone and any other equipment) except your Modem Router. Then restart the Modem Router and connect it to your computer via an Ethernet Cable – once the lights are on, try to connect to the Internet.
- If you are still unable to connect to the Internet remove your Ethernet cable and attempt to connect wirelessly through Wi-Fi™. (If you have a successful Wi-Fi™ connection you may have a malfunctioning Ethernet Cable. In this case contact ACN Technical Support for further assistance.)

If you have tried all of the above, rebooted your computer and still cannot connect to the Internet, please contact ACN Technical Support on 1300 881 778.

Dead-On-Arrival (DOA) and Early Life Failure (ELF)

We will arrange to replace your D-Link® Wireless Modem Router (“Product”) if it fails within 14 days from the date of purchase. This period is the Dead on Arrival/Early Life Failure (“DOA/ELF”) period. Please refer to the Warranty Claims section to learn how to make a claim in these circumstances. If the Product fails outside the DOA/ELF period, please also refer to the Warranty section of this guide.

Warranty

Subject to the conditions of this limited warranty (“Warranty”), ACN warrants your D-Link® N300 DSL-2750B/TI Wireless Modem Router (“Product”) to be free from defects in design, materials and workmanship at the time of its original purchase by you. The Warranty is valid for a period of 24 months (“Warranty Period”) from the original date of purchase of the Product.

If during the Warranty Period, this Product fails to operate under normal use and service, due to defects in design, materials or workmanship, ACN will either repair or replace, at our option, the Product in accordance with the conditions stipulated herein.

ACN reserves the right to charge a handling fee if a returned Product is found to not be under Warranty according to the conditions below.

Conditions

This Warranty does not cover mechanical damage caused by misuse, abuse, impact or accident or damage caused to the Product or damage caused by liquids, lightning, power surges (ACN recommends you obtain surge protection for your electricity supply), theft, or heat damage sustained from the stacking of electrical equipment on or in close proximity to the Product. This Warranty does not cover you changing your mind about purchasing the Product. The Warranty is not transferable and does not cover any ACN services nor does the Warranty Period recommence upon receipt of any replacement unit sent to you by ACN. If you hack the firmware or software installed with the Product or if you tamper with security seals or remove any service covers on the equipment ACN will consider this Warranty voided. The Warranty does not cover any computer viruses obtained from your use of the Product or any ACN services. This Warranty does not cover Product failures which have been caused by use of accessories or other peripheral devices which are not ACN branded original accessories intended for use with this Product.

Equipment models may change over the course of this Warranty. It may be necessary for the replacement unit to be a refurbished unit, a different model, and/or from a different manufacturer. Goods presented for repair may be replaced by refurbished goods of the same type rather than being repaired. Refurbished parts may be used to repair the goods. ACN confirms that any replacement Product sent to you will be of merchantable quality and functionally similar to the original Product supplied.

Warranty Claims

Should your Product fail within the DOA/ELF Period or the Warranty Period you will need to contact ACN's Customer Service Team on 1300 881 778 to describe the defect. ACN will then issue you with a prepaid return courier satchel for you to return the device for testing purposes. ACN will not be liable for any expenses you incur in relation to any DOA/ELF or Warranty claim.

The return satchel is pre-labelled with our return address which is:

ACN Product Returns

Locked Bag 2145

NORTH SYDNEY NSW 2059

Please note that some of your personal settings, content and other information and stored data may be lost when the Product is repaired or replaced. Due to applicable law, other regulation or technical restrictions, ACN will not make a back-up copy of your information.

ACN does not take responsibility for any lost information of any kind and will not reimburse you for such loss. You should always make back-up copies of all the information stored on the Product before handing it in for repair or replacement.

You will need to comply with any other return procedures stipulated by ACN as published or explained at the time of the claim. If a defect exists and a valid claim under the Warranty is received by ACN after the first 15 days following the expiry of the Warranty Period, ACN is entitled to charge for any reasonable shipping and handling costs made in connection with the repair or replacement of the Product.

ACN respects your rights as a consumer. Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure. Nothing contained in this Warranty shall be read or applied so as to exclude, restrict or modify the application of applicable provisions of Australian Consumer Law, including Consumer entitlements described in the Competition and Consumer Act (as amended), or any relevant State or Territory statute which by law cannot be excluded, restricted or modified.

To the extent that any such statute permits ACN to limit our liabilities to compensate or indemnify you or any other person for breach of an implied guarantee, condition or warranty, our respective liabilities for such breach

shall be limited to, at our option: (a) the replacement of the Product or the supply of an equivalent Product or payment of the cost of replacing the Product or acquiring an equivalent Product; or (b) the repair of the Product or payment of the cost of having the Product repaired.

Standard Form of Agreement

Important Customer Information: Your Rights and Obligations

For the complete terms and conditions which apply to the supply of the Product and ACN services, and which set out your rights and obligations, please refer to ACN's Standard Form of Agreement (SFOA), available on our website: acnpacific.com.au.

Further Information

For the latest rate plans, products and services visit acnpacific.com.au.

For further information about pricing, other services available from ACN, the ACN Opportunity or becoming an ACN Independent Business Owner (IBO), please visit acnpacific.com.au.

Contact Us

Email: enquiries@acnpacific.com.au

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